



## SmartERP Privacy Policy

We, at Smart ERP Solutions, Inc., treat the privacy of our clients and visitors to our website with the highest importance. This policy details the measures we take to preserving and safely guarding your privacy when you visit or communicate with our site or personnel.

A detailed explanation of how we may store or otherwise use personal information about you and/or your organization is explained in this Privacy Policy. We collect and may use the information to provide, maintain, protect, improve our services, develop new solutions and also protect the rights or property of SmartERP, our clients and our partners.

### Information Collection

We may collect the following types of information:

- **Information you provide** – When you logon to the SmartERP website, we may ask you for personal information. We may combine the information you submit under your account with information from other SmartERP services or third parties in order to provide you with a better experience and to improve the quality of our services. We may also provide visitors to our website the opportunity to receive communications such as our regular newsletter, product promotions and any other information that we feel may be pertinent to the visitor. You may opt for receiving these communications by emailing us at [info@smarterp.com](mailto:info@smarterp.com), by replying to any email we send you or by visiting certain locations on our website.
- **Cookies** – When you visit SmartERP, we may send one or more cookies to your computer or other device. We use cookies to improve the quality of our service, including for storing client preferences, improving our solutions and tracking client trends, such as how clients search.
- **Log information** – When you access SmartERP solutions via a browser, application or other client our servers automatically record certain information. These server logs may include information such as your web request, your interaction with our web site, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser or your account.
- **Client communications** – When you send email or other communications to SmartERP, we may retain those communications in order to process your inquiries, respond to your requests and improve our solutions and services. We may use your email address to communicate with you about our solutions and services.
- **Other sites** – **This Privacy Policy applies to SmartERP's site and services only. We do not exercise control over other sites who may display our site which include SmartERP solutions, products or services. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you.**

If we use this information in a manner different than the purpose for which it was collected, then we will ask for your consent prior to such use.



## Information sharing

SmartERP only shares personal and client information with other companies or individuals in the following limited circumstances:

- We have your consent. We require opt-in consent for the sharing of any sensitive personal information.
- We provide such information to our other trusted businesses or persons for the purpose of processing the information on our behalf. We require that these parties agree to process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.
- We have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to (a) satisfy any applicable law, regulation, legal process or enforceable governmental request, (b) enforce applicable Terms of Service, including investigation of potential violations thereof, (c) detect, prevent, or otherwise address fraud, security or technical issues, or (d) protect against harm to the rights, property or safety of SmartERP, its clients as required or permitted by law.

If SmartERP becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will ensure the confidentiality of any personal information involved in such transactions and provide notice before personal information is transferred and becomes subject to a different privacy policy.

## Information security

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, including appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data.

**We restrict access to personal information to our employees, contractors and agents who need to know that information in order to process it on our behalf. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.**

## Accessing and updating personal information

When you use the SmartERP website, we make good faith efforts to provide you with access to your personal information and either to correct this data if it is inaccurate or to delete such data at your request if it is not otherwise required to be retained by law or for legitimate business purposes.

We may ask individual clients to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes), or for which access is not otherwise required.



## Enforcement

SmartERP regularly reviews its compliance with this Privacy Policy. When we receive formal written complaints, it is SmartERP's policy to contact the complaining client regarding their concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between SmartERP and the client.

## Changes to this Privacy Policy

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain solutions, email notification of Privacy Policy changes).

## Contact Details

If you have any questions or concerns regarding this privacy policy, you can contact us through phone or email, our contact information is as follows:

Smart ERP Solutions, Inc.  
Phone: (925) 271-0200  
Email: [info@smarterp.com](mailto:info@smarterp.com)